

**Official**

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INTELLECTUAL PROPERTY ATTORNEYS  
835 HANOVER STREET, SUITE 301  
MANCHESTER, NEW HAMPSHIRE 03104

**FACSIMILE TRANSMISSION****DATE:** July 7, 2003**TIME:** 5:00 PM**TO:** Examiner Quynh H. Nguyen  
Mail Stop AF  
Commissioner of Patents**PHONE:** 800-786-9199  
**FAX:** 703-872-9314**FROM:** Bourque Law Offices  
Manchester, New Hampshire**PHONE:** 603-623-5111  
**FAX:** 603-624-1432

**RE:** Relationship Based Task & Resource Call Center Man  
**Our Reference:** DAVOX-164XX  
**Filing Date:** 11/1/99  
**Serial No.:** 09/431,017  
**Number of pages including cover sheet:** 10

Original of this document to be mailed as well:  YES  NO

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If there is a problem with this fax transmission, please call.

Examiner Nguyen:

Please confirm receipt of the following response via facsimile at the above listed number.

Paul J. Kroon, Jr.

Serial No.: 09/431,017  
 Filed: November 1, 1999  
 Group Art Unit: 2642

Bourque & Associates, P.A.  
 835 Hanover Street, Suite 301  
 Manchester, NH 03104  
 Telephone: (603) 623-5111  
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Date: July 7, 2003

Mail Stop AF  
 Commissioner of Patents  
 PO Box 1450  
 Alexandria, VA, 22313-1450

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD

Transmitted herewith via facsimile is an Response After Final in the above-identified application. The following checked items are applicable:

A Petition for Extension of Time for \*\* month(s) is hereby made, under §1.136(a); a check in the amount of \$\*\* is enclosed per §1.17.

\_\_\_\_\_ is hereby appointed Associate Attorney by:  
 Registration No.:

Attorney of Record: Daniel J. Bourque  
 Registration No.: 35, 457

Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	- 7	= 0	x \$84.00 =	0
Total 33	- 33	= 0	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
<b>SUBTOTAL ADDITIONAL CLAIM FEE</b>				0
<b>TOTAL ADDITIONAL CLAIM FEE</b>				0

No additional claim fee.

The claim fee has been calculated above; the Commissioner is authorized to charge Deposit Account NO. 02-3285 in the amount of \$.

In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being sent via facsimile to: Honorable Commissioner of Patents, Washington, D.C. on July 7, 2003 at facsimile no. 703-872-9314.

SUBMIT IN TRIPPLICATE

Paul J. Kroon  
 Attorney of Record: Paul J. Kroon, Jr.  
 Registration No. 51,902